
From: HJR153
Sent: Wednesday, August 11, 2004 12:30 PM
To: HJR153
Subject: HJR153 - Deborah Jones

Name: Deborah Jones
Street: 8304 Whitewood Rd
City, State, Zip: Richmond, VA 23235
Phone Number: 804-327-1611
Email: ddj8185@comcast.net
Utility Type: all

Company Name: Dominion Resources Virginia Power, Cavalier/Verizon Phone, Comcast Cable
Comments: Re: HJR153

I can personally attest to persistent problems in my area, which is in south Richmond near Cherokee Road. Not only with the Isabelle aftermath, but before that with snow and ice during several winters and most recently, I have had power outages ranging from several hours to five days (it was nine days after Isabelle). I have had both phone and cable issues after two of our storms this summer. In fact, I had lines lying across my back yard for about two months before someone could come out and properly re-attach them. Not to mention I didn't know which lines they were, so both Comcast and Verizon had to come out.

The benefit of burying the lines seems obvious. I think they (Dominion, Verizon, Comcast, etc.) should bear the cost of line burial, as they should realize savings in fewer service calls and less tree trimming maintenance from this proactive effort. They can split the costs between all of them (ie., Dominion, Verizon, Comcast). If it takes a rate increase, so be it, although if they analyze the costs associated with each call to fix a problem, maybe they can realize a break-even point or even savings if the work is done. I would be willing to ante up some money to pay for lines coming to my house be buried, but I think that Dominion Power, Comcast, Verizon, etc. should at the very least be responsible for funding the burial of lines going from the power source to the various sub-connections. Going far beyond the cost/savings to the bottom line of these companies would be the achievement of greater customer satisfaction.

As for priority of burial, my vote goes to electricity first, phone second, cable last.

If this is to become policy, then I think it should be regulated by the state to insure fairness across all localities.